



Compass Center for Women and Families  
**Director of Domestic Violence Crisis Services**

**Job:** Director of Domestic Violence Crisis Services

**Reports to:** Associate Director

**Classification:** Full-time, exempt from FLSA; Participation in 24-hour hotline rotation as primary and/or back-up staff as assigned; other evening and weekend hours may be required.

**Benefits:** Fully paid health, vision and dental insurance (no employee contribution required for standard plan). Generous Paid Time Off and paid holidays package. Option to participate in 403(b) Retirement Savings Plan.

Salary: \$42,000- \$45,000

**Position Summary:** The Director of Domestic Violence Crisis Services oversees 24-hour crisis services program, supervises domestic violence programs team staff, trains and supervises domestic violence volunteer advocates, and ensures proper staffing of the hotline. This position also provides direct services to victims of domestic violence.

Compass Center for Women and Families helps all people navigate their journey to self-sufficiency, safety, and health. We empower individuals and promote equal access to opportunity regardless of gender or economic status. We are proud to serve over 6,500 clients each year with essential programs and services like career and financial education, legal resources, and support groups, all open to the public. Additionally, Compass Center is the only Orange County resource for comprehensive domestic violence crisis services. Compass Center is also closely connected to Chapel Hill-Carrboro City Schools, offering sexual health programming and empowerment programs related to safe relationships in middle school health classes.

**Essential Job Duties and Responsibilities:**

**Domestic Violence Crisis Services Program Management**

- Direct and coordinate the 24-hour domestic violence crisis service program.
- Monitor the day-to-day delivery of the domestic violence crisis services program and services of the organization to maintain or improve quality.
- Serve as primary contact with after-hours hotline answering services to ensure quality of services.
- Ensure that domestic violence crisis services meet the needs of culturally and ethnically diverse clientele.
- Facilitate relationships with community partners to develop a comprehensive system of care for domestic violence victims/survivors (including identifying and addressing gaps in service provision and referral processes), increase awareness about Compass Center's services, and to engage partners in training efforts.

- Provide Associate Director with information about domestic violence program gaps and improvement strategies.
- Develop and oversee agency agreements with hotels that provide emergency shelter placement for victims.
- Ensure all agency policies and protocols are being followed.
- Contribute to establishing a positive, healthy and safe work and volunteering environment in accordance with all appropriate legislation and regulations.

### **Domestic Violence Direct Client Services**

- Provide direct assistance and follow-up to victims/survivors of domestic violence over the phone and in person.
- Provide routine daytime and overnight coverage for the domestic violence hotline as needed.
- Assist the Self-Sufficiency Director in the administration of the Housing Micro-Grant Program including organizing and reviewing housing applications.
- Maintain proper documentation and statistical records of client contacts.
- Troubleshoot and manage client concerns and feedback.
- Ensure that personnel, client, and volunteer files are securely stored and privacy/confidentiality is maintained.

### **Management**

#### **Staff Management**

- Directly supervise Director of Client Services and Volunteer Management, Director of Court Advocacy and Community Response, and Director of Latinx Services. Assist these staff in maintaining quality supervision of those program staff and volunteers they supervise, and in maintaining strong relationships with key community stakeholders for their programs.
- Strengthen domestic violence staff capacity to address clients' needs.
- Follow the organization's performance management processes for program staff which includes monitoring the performance of staff on an on-going basis and conducting an annual performance review.
- Ensure clear communication of all program and policy changes to full-and-part-time staff.

#### **Volunteers for Domestic Violence Programs**

- Ensure volunteers are being recruited, screened, trained, and supervised to meet agency needs within domestic violence crisis services program and that this is being done in accordance with our organizational values.
- Coordinate and lead all aspects of domestic violence advocate training twice annually and on-going continuing education opportunities for advocates. Engage other agency staff as appropriate.
- Routinely update training materials and develop new content as needed and in accordance with grant expectations to ensure continued high quality of trainings is maintained.
- Maintain and update volunteer advocate manual.

- Ensure that interns from appropriate programs or the community are being recruited as needed to support domestic violence programs.
- Serve as field instruction supervisor for graduate level field practicum students from various schools of social work and other programs.
- Directly supervise interns.
- Ensure volunteers receive clear communication around changes in programs or policies.

### **Database Quality Review**

- Ensure that accurate documentation related to client contacts and evaluations is being completed and this is routinely reviewed for quality by staff member assigned to that task.
- Ensure proper internal documentation and maintenance of statistical records for domestic violence services.

### **Organizational Leadership**

- Provide supervision to staff and volunteers that encourages collaboration, growth, creativity, problem solving, accountability and open communication.
- Represent the organization at community activities to enhance the organization's community profile.
- Work with the Associate Director to prepare a budget for domestic violence crisis program annually and meet throughout the year to track progress.

### **Administration**

- Responsible for the preparation of monthly programmatic report(s).
- Timely and consistent attendance at staff, program, and administrative meetings.
- Responsible for participating in the on-going maintenance of a clean, organized and welcoming facility and environment.
- Other activities as assigned by supervisor.

### **Qualifications:**

- Masters in Social Work preferred. Bachelor's Degree in social work, counseling, or related field, or equivalent experience required.
- Minimum of three years direct client experience providing services to victims of crime or working with an underserved population or an equivalent combination of education and work experience.
- Demonstrated experience training, supervising and managing volunteers.
- Ability to perform job duties with a high degree of initiative and professionalism; demonstrated sound judgment, and outstanding communication skills.
- Must have the ability to utilize database tools and gather evaluation statistics.
- Have a solid understanding of interpersonal violence and its effect on individuals and families, and working knowledge of the role that barriers play in reaching out for support and connecting with community resources and the justice system.
- Exhibit a passion for building trusting and empowering relationships with survivors.

- Demonstrate cultural sensitivity and the ability to work with diverse groups. Possess empathic listening and communications skills that can be adapted for survivors with various needs
- Sensitivity to the effects of secondary trauma on direct services staff
- Enjoy working with a team of other committed and passionate staff members.
- Demonstrate the ability to perform job duties with a high degree of initiative and professionalism; demonstrated sound judgment, and patience.
- Possess a valid driver's license, automobile insurance, and reliable vehicle preferred.
- Fluency in spoken and written Spanish and English preferred.

We actively encourage diverse candidates to apply. Compass Center provides equal employment opportunities to all employees and applicants for employment without regard to race, ethnicity, religion, age, gender identity or expression, sexual orientation, disability, national origin, genetic information, or veteran status.

To apply, please send a cover letter, resume and three professional references (prefer at least one direct supervisor) to [employment@compassctr.org](mailto:employment@compassctr.org). Please include the job title in the subject line of the email. No phone calls please. Applications will be reviewed as they are submitted and they will be accepted until June 1, 2019. Position starts July 2019.